

**Medicaid HMO Enrollees with**  
**Special Health  
Care Needs**



**Results of the 1999 survey of  
adults and children enrolled  
in 5 Medicaid HMOs**

**Utah Department of Health**

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### About This Report



#### What is this report?

Utah Medicaid and the Medicaid HMOs did a survey of people with *special health care needs* who are enrolled in HMOs.

People with *special health care needs* are those with disabilities or chronic illnesses. There are other surveys done of Medicaid enrollees. This survey included only people with disabilities or chronic illnesses.

About 2,300 members with *special health care needs* in five Utah Medicaid HMOs participated in telephone interviews in the Summer of 1999. The sample included adult HMO plan members and parents of children enrolled in an HMO. The survey included enough adults from each plan to make their answers representative. However, because there were small numbers of children in some plans, children in all plans were combined in this report to make their answers representative.

The survey asked people about their experiences with their current health plan and health care during the previous six months. An independent survey company conducted the interviews and delivered the data to the Office of Health Care Statistics for analysis.

Based on the survey, this report compares how Medicaid HMO members with *special health care needs* feel about the services they receive from their Medicaid HMO. There is a shorter and less detailed version of this report specifically for clients to help them choose an HMO and show them how their HMO compares to other Managed Care Organizations.

#### Which plans participated in the survey?

All operating Medicaid HMOs in 1999 participated in the survey. They are: AFC (American Family Care), Altius, Healthy U (University of Utah Health Network), IHC Access (IHC Health Plans), United MedChoice (UnitedHealthcare of Utah)

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Acknowledgments

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#### Special Thanks to the Participating Health Plans

AltiusHealth Plans, Inc.  
American Family Care  
IHC Health Plans, Inc.  
University of Utah Health Network  
UnitedHealthcare of Utah



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## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

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You have the right to get medical care regardless of your race, color, nationality, disability, age, sex, or religion. If you feel you have been treated unfairly or discriminated against for any reason, call your HMO and ask to speak with the Civil Rights Coordinator.

## **About Medicaid HMOs**

### **How do Medicaid HMOs work?**

Medicaid provides health insurance for eligible people who do not have health insurance.

Medicaid contracts with HMOs to cover most Medicaid benefits.

Each HMO contracts with certain doctors and hospitals who work together to provide health care to the members of the HMO.

### **How to choose or change an HMO:**

Ask a Medicaid HPR (Health Program Representative).

### **Three things to consider when choosing an HMO:**

- 1** *Which HMOs are available in the client's geographic area?* Not all HMOs are offered in all four counties of the Wasatch Front. Use the phone numbers on page 21 for information on plans available in each county.
- 2** *Are the client's preferred doctors and other health care providers available in the HMO?* If the client wants to see specific doctors and other providers, the client should find out if they participate in the HMO. To get this information, clients may contact their Medicaid HPR.
- 3** *Which HMOs performed best in this report?* Start with the HMOs that seem to best fit the client's needs, in terms of geographic availability and preferred providers. Then, check the performance of those HMOs in this report.

### **Which HMOs can Medicaid clients choose from in the state of Utah?**

**AFC (American Family Care)**

**Healthy U (University of Utah Health Network)**

**IHC Access (IHC Health Plans)**

**United MedChoice (UnitedHealthcare of Utah)**

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

# A quick look at how the plans compare

# HMO Topics\*\*

	Getting needed care	Getting care without long waits	HMO customer service & written info	Courtesy, respect & helpfulness of medical office staff	How well doctors communicate
<b>Children, all HMOs</b>	★ ★ ★	★ ★ ★	★ ★	★ ★ ★	★ ★ ★
<b>AFC Adults</b> (American Family Care)	★ ★	★ ★ ★	★ ★	★ ★	★ ★
<b>Altius* Adults</b>	★ ★	★ ★	★ ★	★	★ ★
<b>Healthy U Adults</b>	★ ★	★	★	★ ★	★ ★
<b>IHC Access Adults</b>	★	★ ★	★ ★ ★	★ ★	★ ★
<b>United MedChoice Adults</b>	★ ★	★ ★	★ ★	★ ★	★ ★
Page	8	9	10	11	12

\*\* Each topic includes from two to four related questions. Therefore, the stars reflect the results of all related

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

- ★ ★ ★ Higher. HMO score is above the average for Utah Medicaid HMOs.
- ★ ★ Average. HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ Lower. HMO score is below the average for Utah Medicaid HMOs.

Getting needed special health care	Preventive health care	Recommendation of HMO	How people rate their HMO	How people rate their health care	How people rate their doctor/nurse	How people rate their specialist	How people rate their special care
★	★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★ ★	★ ★
★ ★ ★	★	★	★ ★	★	★ ★	★ ★	★ ★ ★
★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★	★ ★
★	★ ★ ★	★ ★ ★	★ ★	★ ★	★ ★	★	★
★ ★	★ ★	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★ ★
★ ★	★ ★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★
13	19	20	14	15	16	17	18

1 question to each topic. For related questions to each topic, see following pages.

\* As of Oct. 1, 2000, Altius is no longer a choice for Medicaid clients.

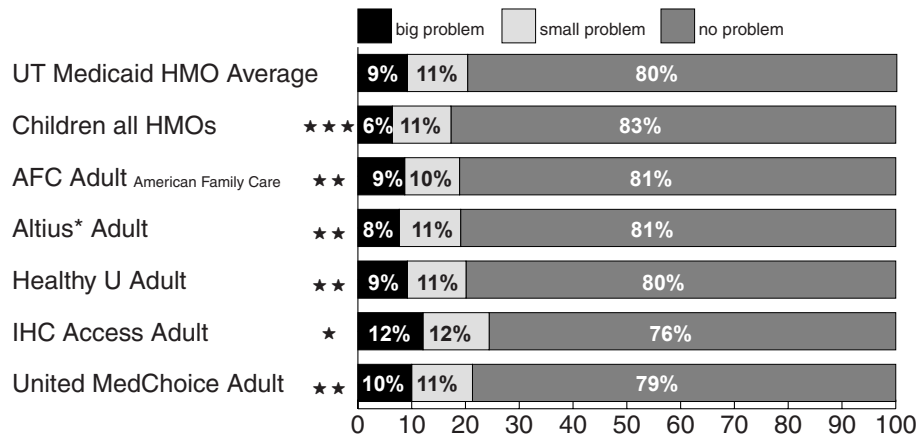
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Getting needed health care

*The graph below shows the combined results of answers to four survey questions. These questions were about getting needed health care during the last six months.*

On average, 80% said they did not have a problem (Top bar):

- ◆ in getting a personal doctor/nurse they were happy with,
- ◆ in getting a referral to a specialist they needed to see,
- ◆ in getting care that was believed necessary, and
- ◆ with delays while waiting for approval from their HMO.



From 76% to 83% of members with *special health care needs* said they did not have a problem getting needed care from their HMO.



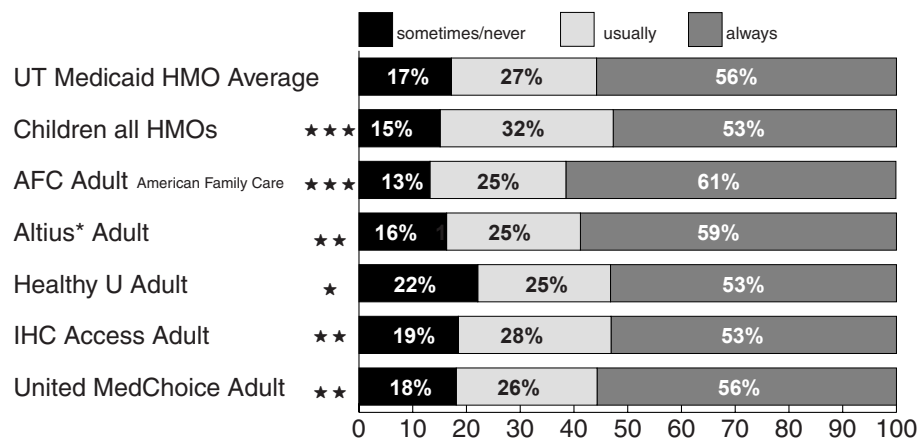
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Getting health care without long waits

*The graph below shows the combined results of answers to four survey questions. These questions were about getting health care without long waits during the last six months.*

On average, 83% said they always or usually (Top bar):

- ◆ got the help/advice they needed when called during regular hours,
- ◆ got an appointment for regular/routine health care as soon as they wanted,
- ◆ got care as soon as they wanted when needed care right away for an illness/injury, and
- ◆ never waited in the doctor's office/clinic more than 15 minutes past the appointment time.



From 53% to 62% of members with *special health care needs* said they always received needed care without long waits from their own HMO.

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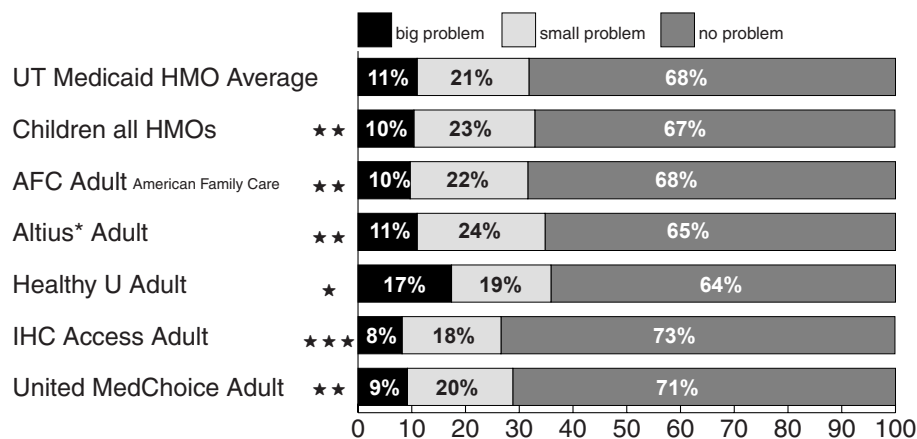
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Getting good HMO customer service & written information

*The graph below shows the combined results of answers to four survey questions. These questions were about HMO customer service and written information. Only those who used these services during the last six months were asked these questions.*

On average, 68% said they did not have a problem (Top bar):

- ◆ in finding/understanding information in the written materials,
- ◆ in getting calls to the HMO's customer service taken care of without a long wait,
- ◆ in getting the help needed when called HMO's customer service, and
- ◆ in getting the people at the HMO's customer service to be as helpful as they should be.



From 64% to 73% of members with *special health care needs* said they did not have a problem getting customer service from their HMO.

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- \*\*\* Higher. HMO score is above the average for Utah Medicaid HMOs.
- \*\* Average. HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- \* Lower. HMO score is below the average for Utah Medicaid HMOs.

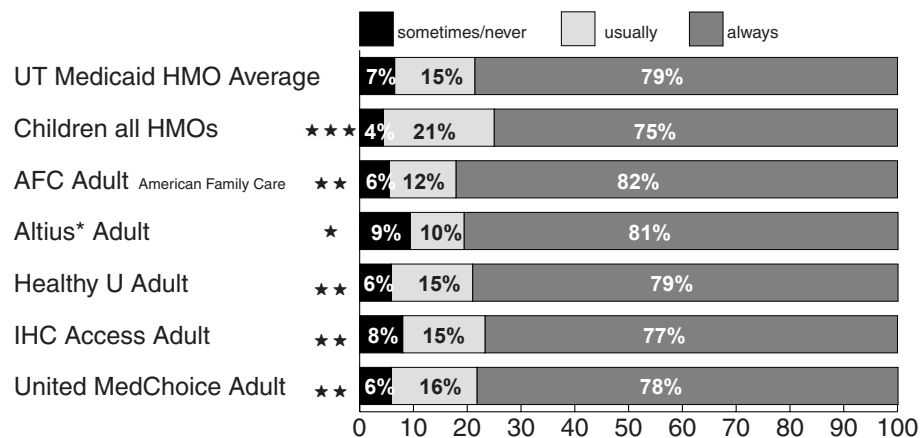
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Courtesy, respect, and helpfulness of medical office staff

*The graph below shows the combined results of answers to two survey questions. These questions were about the courtesy, respect, and helpfulness of medical office staff.*

On average, 94% said the medical office staff always or usually (Top bar):

- ◆ treated them with courtesy and respect and
- ◆ were as helpful as they should be.



From 75% to 82% of members with *special health care needs* said staff of their own HMO were always courteous, respectful, and helpful.

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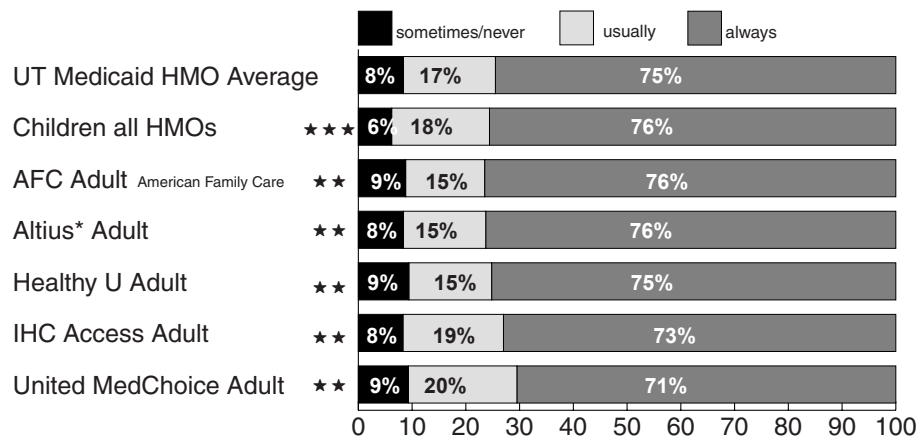
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### How well doctors communicate

*The graph below shows the combined results of answers to four survey questions. These questions were about how well their doctor or other health provider communicated with them.*

On average, 92% said their doctor always or usually (Top bar):

- ♦ listened carefully,
- ♦ explained things in a way they could understand,
- ♦ showed respect for what they had to say, and
- ♦ spent enough time with them.



71% to 77% of members with *special health care needs* said doctors in their HMO always communicated well with them.

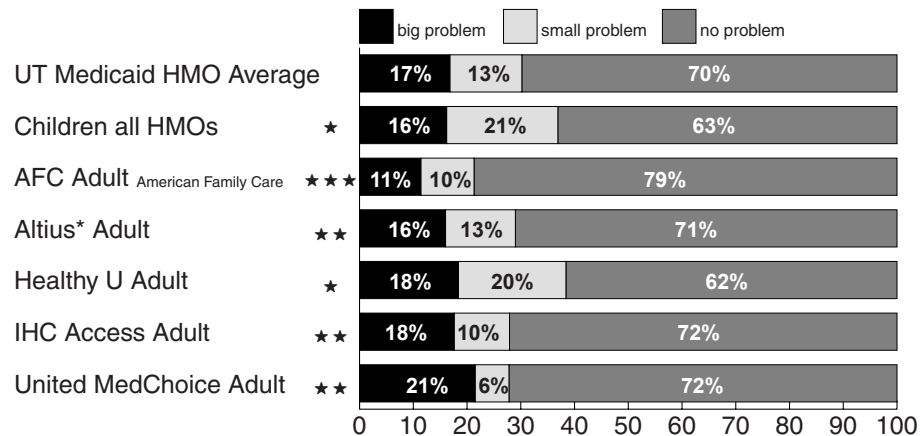
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Getting needed special health care

*The graph below shows the combined results of answers to three survey questions. These questions were about special health care people received. Only those who used these services during the last six months were asked these questions.*

On average, 70% said there was no problem (Top bar):

- ♦ getting needed special equipment,
- ♦ getting needed special therapy, and
- ♦ getting needed home health care.



From 62% to 79% of members with *special health care needs* said they had no problem getting needed special health care from their HMO.

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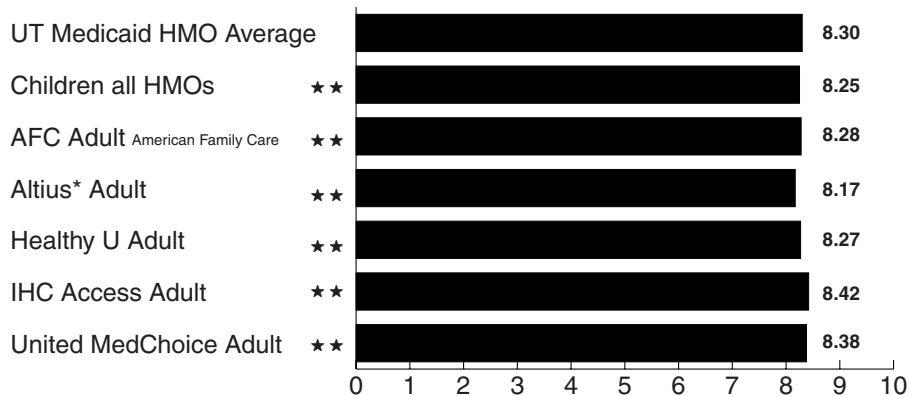
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### How people rated their HMO

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate their HMO, using any number on a scale from:

0 = "worst HMO possible"  
to  
10 = "best HMO possible"

Overall, the average score of all Utah Medicaid HMOs was 8.3 on a scale from 0 to 10 (Top bar).



The Medicaid HMO members with *special health care needs* rated their HMO from 8.17 to 8.42.

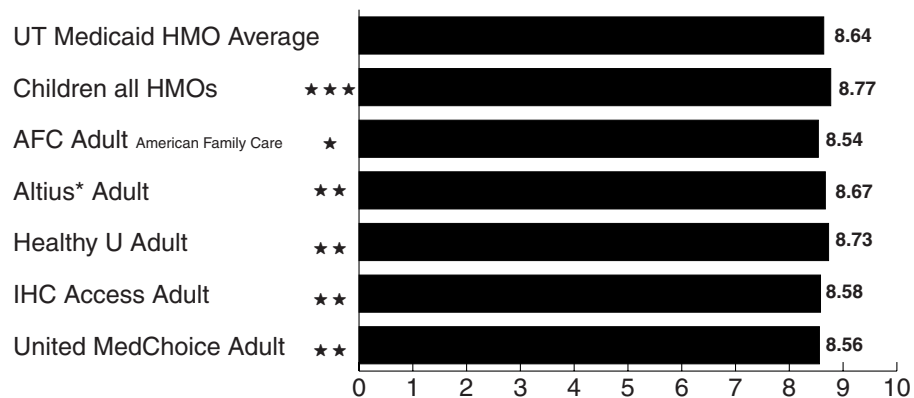
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### How people rated their health care

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate the care they received in the last six months from all doctors and other health providers, using any number on a scale from:

0 = "worst health care possible"  
to  
10 = "best health care possible"

Overall, the average score of all Utah Medicaid HMOs was 8.64 on a scale from 0 to 10 (Top bar).



The Medicaid HMO members with *special health care needs* rated their health care from 8.54 to 8.77.

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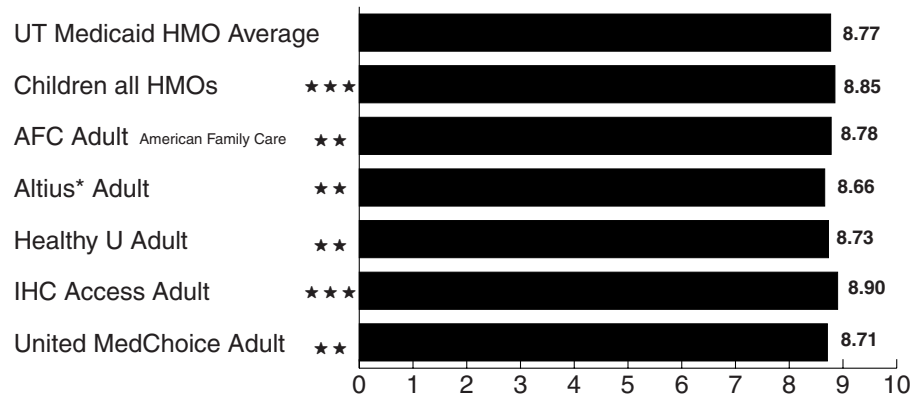
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### How people rated their personal doctor or nurse

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate their personal doctor or nurse, using any number on a scale from:

0 = "worst doctor or nurse possible"  
to  
10 = "best doctor or nurse possible"

Overall, the average score of all Utah Medicaid HMOs was 8.77 on a scale from 0 to 10 (Top bar).



The Medicaid HMO members with *special health care needs* rated their doctor or nurse from 8.66 to 8.90.



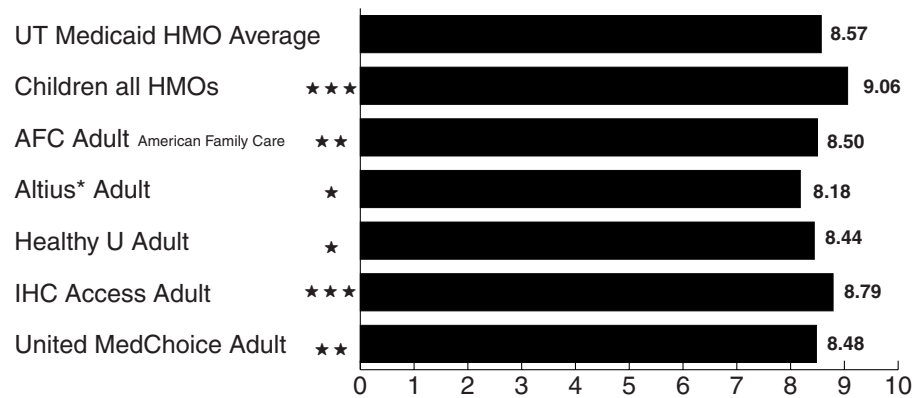
## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### How people rated their specialist

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate their specialist, using any number on a scale from:

0 = "worst specialist possible"  
to  
10 = "best specialist possible"

Overall, the average score of all Utah Medicaid HMOs was 8.57 on a scale from 0 to 10 (Top bar).



The Medicaid HMO members with *special health care needs* rated their specialist from 8.18 to 9.06.

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## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

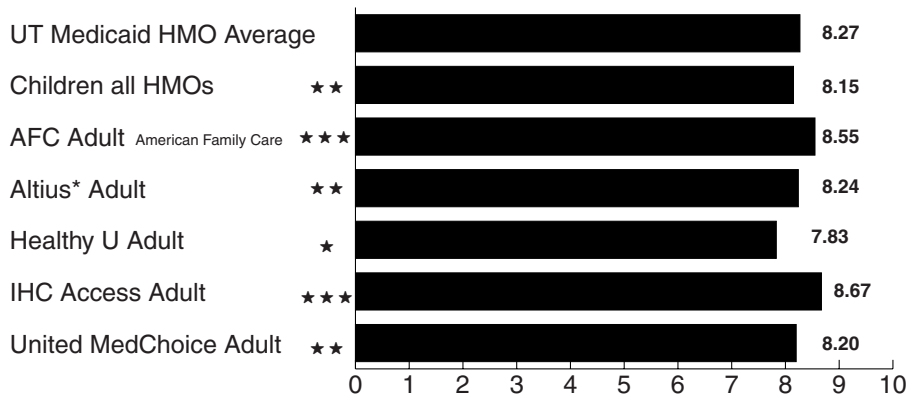
### How people rated their special care

The graph below shows answers to a question asking HMO clients with *special health care needs* how they would rate the special care they received, using any number on a scale from:

0 = "worst special care possible"  
to  
10 = "best special care possible"

Only those who used these services during the last six months were asked this question.

Overall, the average score of all Utah Medicaid HMOs was 8.27 on a scale from 0 to 10 (Top bar).



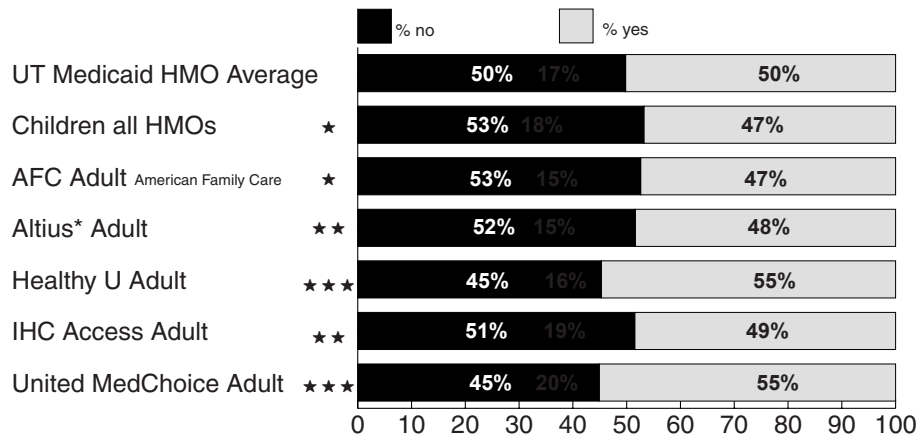
The Medicaid HMO members with *special health care needs* rated their special health care from 7.83 to 8.67.

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Getting encouraged for preventive health steps

The graph below shows answers to a question asking HMO clients with *special health care needs* whether they were encouraged to take any type of preventive health steps:

Overall, 50% of all Utah Medicaid HMO enrollees were encouraged to take preventive health steps (Top bar).



From 47% to 55% of members with *special health care needs* said they were encouraged to take preventive health care steps.

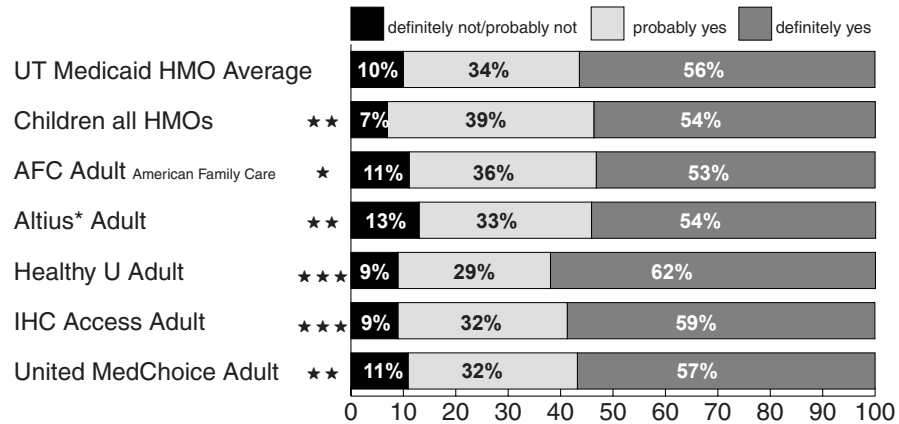
\* As of Oct. 1, 2000, Altius is no longer a choice for Medicaid clients.

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

### Recommending HMO to family or friends

The graph below shows answers to a question asking HMO clients with *special health care needs* whether they would recommend their HMO to family or friends.

On average, 56% said they would definitely recommend their HMO to family or friends (Top bar).



From 53% to 62% of members with *special health care needs* said they would definitely recommend their HMO to family or friends.

<b>HMO</b>	<b>Customer Service</b>
AFC (American Family Care)	1-888-483-0760
Healthy U	1-888-271-5870
IHC Access	1-800-442-9023
United MedChoice	801-944-7010 or 1-800-401-0666

For information about **choosing or changing your Medicaid HMO**, call:

The Bureau of Managed Health Care at **801-538-6358** or  
your HPR (Health Program Representative)

For problems or questions about **Medicaid**, call:  
Medicaid Constituent Services ..... **1-877-271-5583**

For questions about **CHIP**(Children's Health Insurance Program), call:  
..... **1-888-222-2542**

For more information about **Medicaid Benefits not covered by HMOs** call:

**Medicaid Information Line** .....1-800-662-9651  
Pharmacy Information, Dental ..... or 1-801-538-6155  
Information,Chiropractic Information,  
Taxi, Flextrans (special approval needed)

For **Mental Health Services** call:

Davis County - Davis Mental Health ..... 801-451-7799  
Bountiful Outpatient Clinic (24 hrs) ..... 801-298-3446  
Layton Outpatient Clinic (24 hrs) ..... 801-773-7060  
Salt Lake County - Valley Mental Health ..... 801-483-5444  
Utah County - Wasatch Mental Health ..... 801-373-4760  
24 Hour Crisis Line ..... 801-373-3793  
Weber County - Weber Mental Health ..... 801-625-3700

For information and services for **pregnant women, infants and children**, call:

Baby Your Baby Hotline..... 1-800-826-9662  
Immunize by Two..... 1-800-275-0659

For information about services and issues related to **people with disabilities**, call:

Access Utah Network.....1-800-333-8824  
Baby Watch - Early Intervention.....1-800-961-4226/801-584-8226  
Center for Children with Special Health Care Needs.. 1-800-829-8200/801-584-8284  
Disability Law Center.....1-800-662-9080/801-363-1347  
Division of Services for People with Disabilities.....801-538-4200  
Family Voices of Utah.....1-888-835-5669/801-631-1609  
Governor's Council for People with Disabilities .....1-800-333-8824  
Supplemental Security Income (SSI).....1-800-772-1213  
Utah Parent Center .....1-800-468-1160/801-272-1051

## 1999 Survey of HMO Enrollees with *Special Health Care Needs*

# Facts About Utah

	AFC (American Family Care)	Altius**
Which HMOs are available in each county?	Davis/Salt Lake/ Utah/Weber	Davis/Salt Lake
Average monthly Medicaid enrollment in 1999	4,343	4,980
Disenrollment rate per 1000 Medicaid enrollees in 1999	8.13	7.93
<b>*Primary Care Providers</b> who have completed their residency	100.0%	98.5%
<b>*Primary Care Providers</b> who have completed board certification	86.0%	83.2%
<b>*Obstetricians/gynecologists</b> who have completed their residency	100.0%	100.0%
<b>*Obstetricians/gynecologists</b> who have completed board certification	88.0%	88.5%
<b>*Pediatricians</b> who have completed their residency	NA	NR
<b>*Pediatricians</b> who have completed board certification	NA	NR

HEDIS looks at the percentage of doctors in an HMO who have completed their training (residency completion) and the percentage who are board certified in their specialty (board certification).

**Residency** and/or fellowship training comprises the necessary postgraduate medical education to qualify for board certification.

# Medicaid HMOs

Healthy U	IHC Access	MedChoice
Davis/Salt Lake/ Utah/Weber	Davis/Salt Lake/ Utah/Weber	Davis/Salt Lake/ Weber
5,720	35,636	22,476
7.49	2.02	2.45
98.4%	90.3%	97.0%
90.5%	84.7%	81.0%
100.0%	80.9%	97.0%
86.5%	80.9%	91.0%
100.0%	91.7%	84.0%
94.8%	74.1%	84.0%

**Board certification** tells what percent of HMO physicians have obtained board certification. While there are valid reasons why doctors may not have obtained board certification, and board certification alone is not a guarantee of quality, it provides a basic floor established by standardized specialty competency testing.

\*\*As of Oct. 1, 2000, Altius is no longer a choice for Medicaid clients.

NR: Not Reported

NA: Not Applicable

Bureau of Managed Health Care  
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Salt Lake City, Utah 84114-3108

PRSR T ST  
US Postage  
Paid  
SLC UT  
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